



Amtrak Fact Sheet Fiscal Year 2022 State of New York

Amtrak Service & Ridership

At the end of FY 2022, Amtrak operated over 103 trains per day in New York, as part of the following routes:

- **Long Distance**
 - Cardinal** (thrice weekly New York-Washington-Charlottesville-Charleston-Cincinnati-Indianapolis-Chicago)
 - Crescent** (daily New York-Washington-Charlottesville-Charlotte-Atlanta-Birmingham-New Orleans)
 - Lake Shore Limited** (daily Chicago-Cleveland-Buffalo-Boston/New York)
 - Palmetto** (daily New York-Washington-Richmond-Charleston-Savannah)
 - Silver Meteor** (daily New York-Washington-Richmond-Charleston-Savannah-Jacksonville-Miami)
- **Silver Star** (daily New York-Washington-Richmond-Columbia-Savannah-Jacksonville-Tampa-Miami)
- **State Supported**
 - Carolinian** (daily New York-Washington-Richmond-Selma/Smithfield-Raleigh-Charlotte)
 - Empire** (daily New York-Albany, with some continuing service to Buffalo and Niagara Falls)
 - Ethan Allen Express** (daily New York-Albany-Burlington)
 - Keystone** (daily New York-Trenton-Philadelphia-Paoli-Lancaster-Elizabethtown-Harrisburg)
 - Maple Leaf** (daily New York-Albany-Syracuse-Buffalo-Niagara Falls-Toronto)
 - Pennsylvanian** (daily New York-Trenton-Philadelphia-Harrisburg-Pittsburgh)
 - Vermont** (daily Washington-Philadelphia-New York-New Haven-Berlin-Springfield-Essex Junction-St. Albans)
- **Northeast Corridor**
 - Acela** (daily Washington-Baltimore-Wilmington-Philadelphia-Newark-New York-New Haven-Providence-Boston)
 - Northeast Regional** (daily Richmond-Washington-BWI-Baltimore-Wilmington-Philadelphia-Trenton-Newark-New York-New Haven-New London-Providence-Boston)

Stations Served

During FY 2022, Amtrak trains served the following locations in New York.

City (Code)	Ridership
Albany-Rensselaer (ALB)	640,353
Amsterdam (AMS)	11,900
Buffalo (Exchange St.) (BFX)	47,884
Buffalo-Depew (BUF)	96,049
Croton Harmon (CRT)	40,834
Fort Edward-Glens Falls (FED)	6,096

City (Code)	Ridership
Hudson (HUD)	208,302
Moynihan Train Hall at Penn Station (NYP)	8,008,700
New Rochelle (NRO)	92,929
New York State Fair (NYF)	2,437
Niagara Falls (NY) (NFL)	31,689
Poughkeepsie (POU)	111,135
Rhinecliff (RHI)	171,567
Rochester (Louise M. Slaughter Station) (ROC)	119,797
Rome (ROM)	8,496
Saratoga Springs (SAR)	22,710
Schenectady (SDY)	50,041
Syracuse (SYR)	124,000
Utica (UCA)	61,180
Yonkers (YNY)	34,717
Total New York Station Usage:	9,890,816

Amtrak maintains the Great American Stations website (<https://www.greatamericanstations.com/>), which includes detailed profiles of every Amtrak station. Information available includes a brief history of each station, a review of what organization or organizations are responsible for the various portions of each facility, a list of routes serving each station, contact information for the appropriate Amtrak representative for that station, and relevant local community links.

Host Railroads & On Time Performance

Amtrak relies heavily on the cooperation of other railroads to operate routes using tracks that Amtrak does not own or control. Host railroads are statutorily required to provide Amtrak trains “preference” over freight transportation. However, on time performance on most host railroads is poor and continues to decline largely due to hosts ignoring their statutory responsibilities.

Listed below are the Amtrak services that operate in New York with each service’s host railroads and customer on-time performance (OTP) in FY 2022:

Service	Host Railroad (s)	FY22 OTP
<i>Cardinal</i>	CSX, Norfolk Southern, Buckingham Branch Railroad	48%
<i>Crescent</i>	Norfolk Southern	53%
<i>Lake Shore Limited</i>	CSX, Norfolk Southern, Metro-North	59%
<i>Palmetto</i>	CSX	68%
<i>Silver Meteor</i>	CSX, Florida Central Rail Corridor, Florida DOT	44%
<i>Silver Star</i>	CSX, Norfolk Southern, Florida Central Rail Corridor, Florida DOT	26%
<i>Carolinian</i>	CSX, Norfolk Southern	62%
<i>Empire (NYP-ALB)</i>	Amtrak, Metro-North	90%
<i>Empire (NYP-NFL)</i>	CSX, Amtrak, Metro-North	79%
<i>Ethan Allen Express</i>	Canadian Pacific, Metro-North, Vermont Rail System	83%
<i>Keystone</i>	Amtrak	95%
<i>Maple Leaf</i>	CSX, Amtrak, Metro-North	80%
<i>Pennsylvanian</i>	Norfolk Southern, Amtrak	68%

Service	Host Railroad (s)	FY22 OTP
<i>Vermont</i>	Massachusetts DOT, Metro-North, New England Central	81%
<i>Acela</i>	Amtrak, Metro-North	82%
<i>Northeast Regional (spine)</i>	Amtrak, Metro-North	84%

Customer OTP measures what proportion of customers arrive at their destination on time. For *Acela* trains, the margin is within ten minutes of the schedule and the margin is 15 minutes for all other trains. Thus, if a train is 16 minutes late to its final stop, and all its riders are headed for that stop, then even if the train is on time at every intermediate stop, customer OTP would be 0%, reflecting the passengers' experience.

Amtrak Guest Rewards

At the end of FY 2022, there were approximately 14.4 million members of Amtrak Guest Rewards (AGR), with 1,386,627 members listing an address in New York. For more information about AGR, please see: <https://www.amtrak.com/guestrewards/home>

Procurement

In FY 2022, Amtrak procured goods and services worth \$2.85 billion, and 99.0% of that figure was sourced from firms headquartered domestically. In New York, Amtrak spent \$338,492,243, broken down in the following locations:

City	Amount (\$)
Albany	5,853,094
Amsterdam	253,988
Astoria	641,502
Binghamton	118,651
Bohemia	1,148,316
Bronx	232,706
Brooklyn	1,045,870
Buffalo	347,299
Caledonia	135,473
Central Islip	1,498,051
Champlain	718,364
Clifton Park	887,383
East Elmhurst	42,040,276
East Norwich	222,172
Fairport	832,925
Farmingdale	381,742
Garden City Park	139,505
Great Neck	315,787
Great River	1,005,032
Guilderland	201,651
Hauppauge	371,482
Hicksville	160,530
Holbrook	5,867,562
Hornell	64,096,842
Hudson	166,948
Hyde Park	367,440

Island Park	265,770
Islandia	442,223
Jamaica	6,654,130
Latham	4,653,223
Lewiston	250,000
Little Rock	288,350
Long Island City	2,249,839
Loudonville	4,481,572
Lynbrook	129,655
Middle Village	126,037
Moriches	252,742
Nanuet	109,813
New Windsor	854,501
New York	199,586,333
Niagara Falls	261,112
Orchard Park	1,178,916
Pearl River	170,710
Plattsburgh	388,655
Rensselaer	275,261
Rochester	142,441
Ronkonkoma	540,208
Schenectady	249,543
Selkirk	228,182
Smithtown	658,837
Staten Island	294,584
Syosset	10,765,975
Syracuse	727,724
Troy	1,171,614
West Babylon	173,141
West Henrietta	5,339,048
Westbury	984,086
White Plains	2,357,478
Yonkers	182,865

Employment & Wages

At the end of FY 2022, Amtrak employed 18,689 people, including 1,605 New York residents. Total FY 2022 wages were \$1.92 billion, of which New York residents earned \$153,239,995.

Additional Information

Major Facilities

In January 2021, Amtrak, in partnership with Empire State Development (State of New York), opened Moynihan Train Hall (MTH), located inside the Farley Post Office building. Moynihan Train Hall and New York Penn Station® operate as one complex, with the former housing the main Amtrak and Long Island Rail Road boarding concourse, while Penn Station houses the NJ TRANSIT concourse.

The new station relieves crowding, improves passenger comfort and security, and offers an enhanced facility that will better serve Amtrak's Northeast Corridor (NEC), long distance travelers, and commuter rail

passengers. A large boarding concourse that features a sky lit atrium combined with a premium Metropolitan Lounge offers a new experience for the over 500,000 passengers a day that pass through the combined Penn Station-Moynihan complex.

Amtrak operates two major maintenance facilities in New York State: Sunnyside Yard in New York City and Albany-Rensselaer. In addition to servicing conventional trains, Sunnyside also serves as a facility for *Acela* trainsets. A smaller facility in Niagara Falls provides turnaround services to New York-Buffalo - Niagara Falls *Empire Service* trains.

New High-Speed Trainsets

Amtrak is contracting with Alstom to produce state-of-the-art, fifth-generation, high-speed trainsets that will replace the equipment used to provide Amtrak's premium *Acela* service. The trains are being manufactured and assembled at Alstom's facilities in Hornell with some components being manufactured in Rochester. The contract is part of a \$2.45-billion loan package that will be invested in the busy Northeast Corridor (NEC), as part of a multifaceted modernization program to renew and expand the *Acela* service.

Each train will accommodate nearly 25% more customers while continuing the spacious, high comfort of the current *Acela* service. The new trains will operate along the NEC initially at speeds up to 160 mph and will be capable of speeds up to 186 mph, able to take advantage of future NEC infrastructure improvements.

New Intercity Trainsets

Amtrak recently announced new Intercity Trainsets being made in America by Siemens in California that will be rolled out later this decade for state supported service in New York.

The new trains are more fuel efficient and produce 90% less particulate emissions in diesel operations and will operate at speeds up to 125 mph. These trainsets offer near seamless transition between power sources where time-consuming locomotive changes were previously required. Other features include enhanced lighting, improved technology with digital customer information systems and touchless restroom controls, dedicated individual outlets, USB ports and onboard Wi-Fi.

Northeast Corridor Improvements

The Gateway Program is a series of rail infrastructure projects to improve and expand the most congested 10-mile section of the NEC – between New York City and Newark. Gateway will first add needed resiliency and ultimately create the capacity for an approximate doubling of passenger trains under the Hudson River into New York Penn Station.

Penn Station New York Expansion: In a major step forward for the redevelopment and expansion of New York Penn Station, Amtrak – in partnership with NJ TRANSIT and in coordination with MTA –in June 2022 contracted with global engineering, consulting and design firm Arup, to begin designing options for the first new tracks, platforms and concourses connected to New York Penn Station in more than a century. The work is part of the overarching plan under the Gateway Program to roughly double capacity into Penn Station from the west, relieving a major bottleneck on the Northeast Corridor.

Amtrak and NJ TRANSIT also completed the Ticketed Waiting Area refresh at Penn Station. The project included installation of new furniture and fixtures, an information desk, Passenger Information Display System boards showing departure/arrival information and a second entrance.

Hudson Tunnel Project: Federal environmental review was completed in FY 2021 as the Federal Railroad Administration and Federal Transit Administration (FTA) issued a joint Final Environmental Impact Statement and Record of Decision for the project. This allowed Amtrak to acquire a critical piece of property on the West Side of Manhattan, where the future tunnel shaft and ventilation facility will be built. Preliminary Engineering advanced and an updated financial plan was submitted to the FTA with an updated cost estimate of \$12.3 billion, including construction of a new Hudson River Tunnel and rehabilitation of the existing century-old tubes damaged by Hurricane Sandy.

Portal North Bridge: With a \$766.5 million funding commitment from the FTA, NJ TRANSIT – with support from Amtrak – began procurement and selected a contractor for the nearly 2.5-mile-long project that will replace the moveable 111-year-old Portal Bridge with a modern, higher clearance fixed span. Currently in construction.

A second, two-track Portal South Bridge span is proposed as part of the Gateway Program and when complete will double train capacity along this critical length of the Northeast Corridor. Planning and design of Portal South Bridge will be finalized following the completion of the federal NEC Future study and environmental review process.

Bergen Loops, Sawtooth Bridges, Dock Bridge Rehabilitation, Harrison Fourth Track, and other New Jersey-based Gateway projects advanced in 2022. IJA funding applications are progressing in FY 2023 to accelerate the projects from planning stages to delivery.

Empire Corridor Improvements

Livingston Avenue Bridge: NYSDOT, in partnership with Amtrak, recently received a FONSI which will clear the path for the next steps in constructing a new bridge to replace the current Civil War Era bridge. This bridge is a critical piece of infrastructure and is one of only three bridges that cross the Hudson River and connect the national rail network to the Northeast. Our partnership and cooperation are ongoing with NYSDOT and other stakeholders to move this important project ahead on schedule, projected for completion in 2026.

Station Improvements

In FY 2022, Amtrak's ADA Stations Program spent over \$1.3 million in New York.

Albany-Rensselaer: Amtrak completed new customer service areas and has plans for lower-level ADA accessibility baggage area improvements in FY 2023.

New Stations have been opened in recent years as follows:

Buffalo-Exchange Street: November 8, 2019. The modern, accessible, and energy-efficient facility, designed by Sowinski Sullivan Architects, is twice the size of its predecessor that stood on the same site.

Schenectady: October 17, 2018. NYSDOT fed and state funding.

Rochester: 2017 \$26M High Speed Intercity Passenger Rail (HSPIR) and Tiger funds. Station renamed the Louise M. Slaughter Train Station on March 25, 2019, after the late U.S. Congresswoman from Rochester, who served in Congress for 31 years and was instrumental in the planning, procurement of funding, and the construction of the new Station.

Amtrak's ADA Stations Program has the following stations under design/construction development for accessibility improvements which include egress paths, signage, and platform modifications.

Amsterdam; Plattsburgh; Rouses Point; Saratoga Springs; Westport.

New Thruway Connecting Bus Service

Trailways of New York: Amtrak provides a Thruway bus service, in partnership with Trailways of New York, for customers to connect to the *Empire Service*, *Lake Shore Limited*, and *Maple Leaf* trains across New York State. Convenient and affordable bus connections are available at Amtrak stations in Rochester, Syracuse, Utica, Saratoga Springs, Cooperstown, Cortland, Ithaca, Glens Falls, Lake George, and Oneonta, New York.

Western, NY: Amtrak offers connecting Thruway Bus service to/from select *Empire Service* trains at Buffalo-Exchange Street Station serving Fredonia, Dunkirk, and Jamestown.

AMTRAK ROUTES IN NEW YORK

